

# ORDER FOR SUPPLIES OR SERVICES

PAGE OF PAGES

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IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER 09/25/2012		2. CONTRACT NO. (If any) EP-W-11-016		6. SHIP TO:	
3. ORDER NO. 0010		4. REQUISITION/REFERENCE NO. PR-OEI-12-01252		a. NAME OF CONSIGNEE  John Ellis, TOPO	
5. ISSUING OFFICE (Address correspondence to) HPOD US Environmental Protection Agency Headquarters Procurement Operations Ariel Rios Building 1200 Pennsylvania Avenue, NW Washington DC 20460				b. STREET ADDRESS 1200 Pennsylvania Ave NW MC 2822T Email: ellis.john@epa.gov Phone: 202-566-1643	
				c. CITY Washington	e. ZIP CODE 20460
7. TO: HEATHER TEED				f. SHIP VIA	
a. NAME OF CONTRACTOR BOOZ-ALLEN & HAMILTON, INC.				8. TYPE OF ORDER	
b. COMPANY NAME				<input type="checkbox"/> a. PURCHASE <input checked="" type="checkbox"/> b. DELIVERY	
c. STREET ADDRESS 8283 GREENSBORO DRIVE				REFERENCE YOUR:  Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.	
d. CITY McLean		e. STATE VA	f. ZIP CODE 22102	Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.	
9. ACCOUNTING AND APPROPRIATION DATA See Schedule				10. REQUISITIONING OFFICE Reconstruct Originating Office	

11. BUSINESS CLASSIFICATION (Check appropriate box(es))				12. F.O.B. POINT	
<input type="checkbox"/> a. SMALL <input type="checkbox"/> b. OTHER THAN SMALL <input type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> d. WOMEN-OWNED <input type="checkbox"/> e. HUBZone <input type="checkbox"/> f. SERVICE-DISABLED VETERAN-OWNED <input type="checkbox"/> g. WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOSB PROGRAM <input type="checkbox"/> h. EDWOSB				Destination	
13. PLACE OF		14. GOVERNMENT B/L NO.		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	
a. INSPECTION Destination	b. ACCEPTANCE Destination				

## 17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	DUNS Number: (b)(4) TOPO: John Ellis Max Expire Date: 12/31/2014  Continued ...					

SEE BILLING INSTRUCTIONS ON REVERSE	18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		17(h) TOTAL (Cont. pages)
	21. MAIL INVOICE TO:						
	a. NAME		RTP Finance Center				\$74,129.00
	b. STREET ADDRESS (or P.O. Box)		US Environmental Protection Agency RTP-Finance Center Mail Drop D143-02 109 TW Alexander Drive				
c. CITY		d. STATE	e. ZIP CODE				17(i) GRAND TOTAL
Durham		NC	27711		\$74,129.00		

22. UNITED STATES OF AMERICA BY (Signature)

23. NAME (Typed)  
Bradley Austin  
TITLE: CONTRACTING/ORDERING OFFICER

**ORDER FOR SUPPLIES OR SERVICES**  
**SCHEDULE - CONTINUATION**

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DATE OF ORDER 09/25/2012	CONTRACT NO. EP-W-11-016	ORDER NO. 0010
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Admin Office: HPOD US Environmental Protection Agency Headquarters Procurement Operations Ariel Rios Building 1200 Pennsylvania Avenue, NW Washington DC 20460 Accounting Info: 12-13-B-H3A-ZZZHF8-2584-H3ARP00-12H3CAE066-0 01 BFY: 12 EFY: 13 Fund: B Budget Org: H3A Program (PRC): ZZZHF8 Budget (BOC): 2584 Cost: H3ARP00 DCN - Line ID: 12H3CAE066-001 Period of Performance: 09/26/2012 to 12/31/2014					
0001	Base Period, National Records Management Program Strategic Planning Award Type: Cost-plus-fixed-fee Total Estimated Cost: (b)(4) Fixed Fee: (b)(4) Term Form Incrementally Funded Amount: \$57,878.00  Period of Performance: 09/26/2012 to 06/30/2013				57,878.00	
0002	Option Period 1, National Records Management Program Strategic Planning Award Type: Cost-plus-fixed-fee Total Estimated Cost: (b)(4) Fixed Fee: (b)(4) Term Form (Option Line Item) Period of Performance: 07/01/2013 to 12/31/2014  The obligated amount of award: \$57,878.00. The total for this award is				16,251.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

**\$74,129.00**

**Base Period**

<u>Ceiling</u>	<u>Prior</u>	<u>This Mod</u>	<u>New</u>
Estimated Cost	\$0.00	(b)(4)	
Fixed Fee	\$0.00		
Cost Plus Fixed Fee	\$0.00	\$ 57,878.00	\$ 57,878.00

<u>Funded</u>	<u>Prior</u>	<u>This Mod</u>	<u>New</u>
Estimated Cost	\$0.00	(b)(4)	
Fixed Fee	\$0.00		
Cost Plus Fixed Fee	\$0.00	\$ 57,878.00	\$ 57,878.00

**Base Period**

(a) Pursuant to the Limitation of funds clause, incremental funding in the amount of (b)(4) is allotted to cover estimated cost. Funds in the amount of (b)(4) are provided to cover the corresponding increment of fee.

(b) The provisions of the clause entitled "Limitation of Funds" shall become inapplicable at such time as an amount equal to the sum of the estimated cost and fees, set forth elsewhere in this task order, is allotted to this contract and the clause entitled "Limitation of Cost" shall then be applicable to this order."

(c) Pursuant to the clause in this contract entitled "Limitation of Funds," funds have been allotted for the payment of allowable costs and fees estimated to be incurred for the task order. The Contractor shall notify the Contracting Officer in writing whenever it has reason to believe that the costs it expects to incur under this task order in the next 60 days, when added to all costs previously incurred, will exceed 75 percent of the total amount so far allotted to the task order by the Government. The notice shall state the estimated amount of additional funds required to continue performance for the period specified in the Schedule.

(d) The Contractor is to perform in accordance with the TORFP (previously numbered #FA1-055) and their Task Order proposal.

# Clauses for Task Order

All applicable terms and conditions of the contract EP-W-11-016 remain in full effect.

## Section 1552.237-72: Key personnel

As prescribed in 1537.110, insert the following contract clause when it is necessary for contract performance to identify Contractor key personnel.

Key Personnel (APR 1984)

(a) The Contractor shall assign to this contract the following key personnel:

TASK ORDER PROJECT MANAGER –

NATIONAL EPA RECORDS MANAGEMENT  
SUBJECT MATTER EXPERT–

REGIONAL RECORDS MANAGEMENT  
SUBJECT MATTER EXPERT–

RECORDS MANAGEMENT POLICY  
SUBJECT MATTER EXPERT--

(b)(4)

(b) During the first ninety (90) days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the Contracting Officer within 15 calendar days after the occurrence of any of these events and provide the information required by paragraph (c) of this clause. After the initial 90-day period, the Contractor shall submit the information required by paragraph (c) to the Contracting Officer at least 15 days prior to making any permanent substitutions.

(c) The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the decision on substitutions. This clause will be modified to reflect any approved changes of key personnel.

## **OEI, OIC, CSD, RCMB**

### **Records and Content Management Branch**

#### **1.0 STATEMENT OF OBJECTIVES**

##### **1.1 Overview**

The EPA National Records Management Program (NRMP) is located in the Office of Environmental Information (OEI), Office of Information Collection (OIC), Collection Strategies Division (CSD), Records and Content Management Branch (RCMB). The program is responsible for providing leadership and direction for the Agency's records management programs. This includes developing an overall records management strategy; producing and updating records management policies, procedures, standards, guidance and training material; cooperating with other agency offices in developing policies and guidance on the application of technology to records management; developing records schedules authorizing disposal of temporary records and transfer of permanent records to the National Archives; conducting specialized briefings on records management; representing the Agency in intra-agency records management groups; and conducting records management program evaluations. Staff within the NRMP coordinate and support the activities of Agency Records Liaison Officers who are located throughout EPA headquarters' offices, regions, and laboratories. Programs supported are diverse and records schedules vary. NRMP must also coordinate with the National Archives and Records Administration (NARA) programs.

Other programs that are managed within the RCMB and CSD are closely related to the NRMP and they include:

- EPA's Enterprise Content Management System (ECMS), the Agency's document management system based on EMC Corporation's Documentum. ECMS has:
  - Email Records Management Application (ERMA);
  - "My Records," a new application being planned which will allow employees to save documents and other material that are records from their desktop;
- Federal Docket Management System (FDMS) which is an implementation of Documentum. A workflow is being added to this system to enable users to better identify and store material that constitutes records; and
- eDiscovery, a new program to provide standardized tools to enable electronically stored information, such as emails and scanned documents including records, to be searched, sorted, saved, and organized for the purpose of evidence in litigation. eDiscovery will use EnCase, Equivio, and Relativity.

Currently, there are several other efforts and workgroups addressing areas related to records management, and they include:

- A workgroup addressing how to digitize the EPA's paper records both existing and those still being received; and
- A cross office strategic planning effort to an EPA Information Management Blueprint;
- A workgroup that is consolidating the Agencies' records schedules;
- The Records and Content Management Branch is investigating using an auto-categorization tool to automatically identify the appropriate records schedule to apply to e-mail records;
- A major agency-wide effort to lift the twelve-year old Tobacco Industry Litigation (TIL) freeze;
- Formalizing of policy and procedures for separated and separating employees, also the retention of undeclared e-mail and other electronically stored information (ESI);
- The Agency is also required to conduct periodic program evaluations, which limited resources have not allowed; and
- Finally, the Agency will be moving to the cloud with new collaboration tools for e-mail, and other types of communications.

As part of this task order, it will be essential for the Contractor to evaluate where the technology and work accomplished under these other programs and initiatives can be leveraged.

In November 2011, a Presidential Memorandum was issued that mandated each Agency head ensure proper resources and successful implementation of electronic records management, and designate a senior official who will work with the Records Officer, CIO, and General Counsel to prepare an Agency Report on the Agency's efforts in Managing Electronic Records.

In March 2012, EPA responded to the Presidential Memorandum with an Agency Report that documented current Agency-wide efforts to reform records management policies, procedures, and tools, as well as Agency actions and decisions to improve and maintain the quality of EPA records. EPA's focus is on "green" records management, with specific emphasis on electronic recordkeeping and storage solutions that can be accessed by all staff regardless of their location. The Agency Report focused on the following five (5) areas: Managing Electronic Records; Email; Social Media and WebContent; eDiscovery; and Cloud Computing.

In August 2012, NARA, OMB and the Associate Attorney General are expected to issue a Records Management Directive requiring agencies to take steps to improve records management policies and practices, transitioning from paper to electronic records management.

These increased responsibilities have presented a challenge to the staff leading and



directing the NRMP. At this time, there is a need for strategic planning that will enable the organization to better accomplish the new requirements mentioned above, meet ongoing leadership and managerial duties and develop a forward thinking vision that will align with both NARA initiatives and EPA direction for content management and discovery.

Assumptions: It is assumed that EPA will continue to use NARA and any infrastructure managed by NARA for storage and management of EPA records in the future. This will include continued use of the Federal Records Centers (FRCs), the expanded use of the Electronic Records Archives (ERA) and expanded use of Archives and Records Center information System (ARCIS). It is also assumed that there will be an annual self assessment of the EPA program based on a NARA survey that will change each year.

## **1.2 Objectives**

This section states the performance-based objectives relating to this specific task.

Objective # 1 – Develop Project Plan / Monthly Reporting

Objective # 2 – Develop Strategic Plan

Objective # 3 – Document Business Processes

Objective # 4 – Identify Best Practices

## **1.3 Requirements**

This section defines the requirements of this task order, including tasks (or subtasks) to be performed and deliverables or services to be provided to meet the Task Order's Objectives. The Contractor shall address these requirements in the Technical Approach section of their proposal.

### **TASK 1: Develop Project Plan and Provide Monthly Reporting**

Working with RCMB staff, the Contractor shall develop a project plan for Tasks 2 and 3 that incorporates activities of the Contractor, RCMB staff, and other stakeholders needed during the duration of each task. Where appropriate, deliverables shall be noted as milestones. Bi-weekly status meetings shall be held by conference call unless noted otherwise by the TOPO. Decisions, action items, burn rate, and issues shall be summarized in a bi-weekly meeting report (minutes) prepared by the Contractor at the direction of the TOPO.

Deliverables for Task 1:

- Project plan;
- Biweekly teleconference to report issues, pending actions, etc. if necessary and when requested by the TOPO;

- Biweekly teleconference summary, if biweekly meeting was convened;
- The TO's monthly status reports shall include labor hours and related costs by task that have been invoiced to date and for that month; hours burned to date and for that month for each task; and an estimated completion date for each task.

## **TASK 2: Develop Strategic Plan**

The Contractor shall work with RCMB staff and others to develop a five to seven (5-7) year strategic plan that provides a framework for moving to electronic recordkeeping and meeting the new Federal Records Management Directive due out in the summer of 2012.

Once the strategic goals and objectives are completed, the Contractor shall work with NRMP staff to develop an implementation plan to enable EPA to meet the President's Directive for managing permanent records in electronic format by 2019. The Contractor shall propose sample implementation plans for consideration by NRMP staff prior to developing the draft implementation plan. Training needs shall be addressed in the implementation plan. Some tasks and milestone items on the plan may fall under current projects performed outside of the NRMP.

The Contractor shall provide meeting facilitation support to NRMP and coordination assistance in the preparation for up to four (4) strategic planning sessions. The Contractor shall provide planning support, materials, facilitation, and post-off site meeting deliverables and support as directed by the TOPO during the planning meetings.

All Meetings shall be held at EPA Headquarters in Washington, DC or Arlington, VA. EPA will secure the meeting venue. It is not anticipated that the Contractor will need to visit the Washington National Records Center or National Archives and Records Administration (NARA) offices.

Following are the expected goals of the NRMP strategic planning meetings:

- To assure that participants understand the new federal Records Management Directive;
- To increase knowledge of participants about current industry best practices in electronic record keeping;
- To agree on NRMP's vision. The vision serves as the overall goal for which strategies will be developed;
- To agree on NRMP's mission. The mission describes the approach the organization will take to achieve the vision;
- To agree on NRMP's values/pillars. Values/Pillars articulate the core beliefs, principles, and values;
- To develop goals and objectives and milestones for the program;



- To review current NRMP projects (with costs) to see where they fit into the strategic plan;
- To get input for and feedback on an implementation plan for achieving the strategic goals and objectives; and
- To determine how the Agency's working capital fund or another method might be used for to share costs of NARA Federal Record Centers (FRC) and determine what the proper level should be for NARA FRC accounts.

Deliverables for Task 2:

- Meeting agenda and planning material (up to four (4) meetings – six (6) hours each);
- Executive summary and minutes from planning meetings;
- Strategic plan (no more than eight pages) with mission, vision, values, goals and objectives, and performance measures; and
- Implementation plan for two budget scenarios (full funding at 2012 level for duration of strategic plan and 70% funding for duration of plan) with costs and priority projects identified).

### **TASK 3: Document Business Processes**

The Contractor shall work with NRMP staff to identify and document NRMP business practices that can be improved to:

- Increase efficiency (reduce manual processes and leverage electronic recordkeeping);
- Lower costs;
- Ease the burden on records officers; and
- Increase user satisfaction (Users are EPA staff and relevant contractors deciding what should be a record, as well as maintaining and retrieving records).

As part of the business practices work, the Contractor shall review existing and planned NRMP projects involving records. Other projects involving tagging and indexing or document management elsewhere in the Agency may also be reviewed (e.g., enterprise desktop services, ECMS, eDiscovery). The objective will be to find incremental improvements by using current Agency resources.

The Contractor shall work with NRMP staff to develop metrics to be used by NRMP to measure process improvement. The work shall include descriptions of measures and recommendations for methods and tools to collect the information.

Deliverables for Task 3:

- Draft improved business processes; estimated to be three to five (3-5) processes); and
- Recommendations for NRMP business improvement metrics and methods.

## **TASK 4: Identify Best Practices**

The Contractor shall review EPA policy, procedures, and guidelines for record management; the current NRMP vision, mission, and values; the existing NARA requirements for electronic record keeping (<http://www.archives.gov/records-mgmt/policy/guidance-regulations.html>); the new federal Records Management Directive; other federal information such as that available on the NARA website; as well as industry best practices for electronic record keeping. The Contractor shall also interview three (3) managers of current projects and workgroups that are engaged in moving EPA toward electronic document and records management. In addition, the Contractor will have a fourth interview with the NRMP manager and the records management contract support staff. Working with NRMP staff, the information that the Contractor obtains from this effort shall be evaluated for use at the strategic planning sessions (discussed in task 2) to be held with Record Liaison Officers and other subject matter experts. The Contractor shall identify and recommend industry best practices in electronic recordkeeping.

Deliverables for Task 4:

- Project plan for Task 4;
- Initial package of material on industry best practices in records management (for use at first strategic planning session); and
- Updated material on industry (and EPA) best practices.

## **Optional TASK 5: Cost Recovery Business Case**

If funding permits and EPA exercises Option Period 1 and this task, the Contractor shall work with NRMP staff to develop recommendations and a business case for allowing record storage and retrieval costs to be retrieved from user organizations. The Contractor shall address options for automating the expense records for program offices. The Contractor shall have access to previous material presented to the EPA Working Capital Fund (WCF) Board for a similar initiative. The Contractor shall also have access to current staffing information and costs for managing NRMP. Research shall be done on similar costs and benefits for such a program in industry and incorporated into the presentation material as appropriate.

Deliverables for Task 5:

- Business Case for Records Management Cost Recovery Through WCF.

## **1.4 Other Information**

This section provides additional information on the requirements for this task order.

### **1.4.1 On-site Contractor Support**

The task order does not require on-site contractor support.

### **1.4.2 Government Furnished Space or Property (GFP)**

The task order does not involve the provision of government space.

### **1.4.3 Additional Progress or Financial Reporting**

The task order requires additional progress or financial reporting.

Note: The ITS-BISS contract requires that contractors provide a monthly progress report to the TOPO. Monthly reports describe progress on TO activities and funds spent. The CO can provide more information about content and format of the monthly contractor progress report if necessary.